GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3131
ANSWERED ON:10.08.2001
CONSUMER FORUMS
MANJAY LAL

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Union Government propose to make changes in the functioning of the consumer forums;

(b) if so, the details thereof and the reasons for bringing about the changes;

(c) whether a provision is being made as per new changes being brought in the Government, wherein the consumer is to pay heavy fee for getting his complaint registered;

(d) the justification for charging heavy fee by the Government from the consumer for registration of his complaint for suffering the financial loss by accepting the sub-standard item after paying full price;

(e) whether the amount of fee is proposed to be uniform in all the States/Union territories; and

(f) the estimated revenue likely to be earned by the Union Government and State Government?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (SHRI V. SREENIVASA PRASAD)

(a) & (b): To facilitate the quicker disposal of consumer complaints, streamline the procedure and strengthen the powers of the consumer disputes redressal agencies, Government propose to amend the Consumer Protection Act, 1986.Some of the important amendments proposed to improve the functioning of the consumer disputes redressal agencies are as follows:

(i) Creation of benches of the National Commission and State Commissions and holding of circuit benches;

(ii) Prescribing time-frame for admission of complaint, issue of notices and disposal of complaint;

(iii) Recovery of compensation amount ordered by the redressal agency through certificate case as arrears of land revenue;

(iv) Provision for issue of interim orders by the redressal agencies.

(c) & (d): To discourage the filing of frivolous complaints and also to cover part of the expenses on service of notice, etc. an enabling provision for the payment along with the complaint of such amount of fee as may be prescribed in the Rules, has been included in the proposed amendments to the Consumer Protection Act, 1986.

(e) : The amount of fee is yet to be prescribed.

(f) : This will depend upon the amount of fee prescribed.